



**WATFORD  
BOROUGH  
COUNCIL**

Town Hall, Watford, WD17 3EX  
T 01923 226400 F 01923 278100  
[enquiries@watford.gov.uk](mailto:enquiries@watford.gov.uk)  
[watford.gov.uk](http://watford.gov.uk)

Janet Jonker  
Watford General Hospital (Ward Kitchens)  
Watford General Hospital  
Vicarage Road  
Watford  
WD18 0HB

**Enquiries to:** Catherine Williams  
**Phone no:** 01923 278582  
**Email:** [catherine.williams@watford.gov.uk](mailto:catherine.williams@watford.gov.uk)  
**Our reference:** 18/00115/FOOD2/FHREPCERT3  
**Date:** 4th December 2019

Dear Mrs Jonker,

**Premises Address: Watford General Hospital (Ward Kitchens), Watford General Hospital,  
Vicarage Road, Watford WD18 0HB  
Food Safety Act 1990  
EC Regulation 852/2004**

I refer to the general food hygiene inspection of the above premises carried out on **26th November 2019** at which time I met with you. Enclosed is the report of inspection, which details the matters that require your attention. This is divided into two sections.

**Schedule A** lists the **contraventions** of the above legislation and the works which are required in order to comply. These are listed under three areas:

- Compliance with food hygiene and safety procedures
- Compliance with structural requirements
- Confidence in management/control procedures.

**Schedule B** lists the **recommendations** of good hygiene practice, which will assist you in achieving good standards in your business. These matters are not legal requirements.

My comments are not intended to be exhaustive. You are reminded that it remains your duty to ensure that adequate standards of food hygiene and safety are maintained at all times, and that all aspects of the food operation will be checked at the next inspection.

Please do not hesitate to contact me if you would like to discuss this letter

Yours faithfully,

**Catherine Williams**  
Environmental Health Officer





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#### DATA PROTECTION - Keeping your personal information safe

Any data that you provide will be stored and processed by Watford Borough Council or its appointed agents in accordance with the law.

Information collected may be shared with other Council departments and/or organisations the Council works with who assist us in the performance of our functions. It may also be shared with outside organisations such as the Police, DWP, and County Council, to prevent and detect crime. It may be shared with insurance companies and bodies responsible for auditing or administering public funds for the prevention and detection of fraud.

Further information on the Council's obligations to safeguard your personal information and your rights on accessing data held about you can be found on the Council's website at <https://www.watford.gov.uk/privacynotice> and <https://www.watford.gov.uk/ehlprivacynotice> or by telephoning 01923 278000



## YOUR FOOD HYGIENE RATING

Watford Borough Council operates the national Food Hygiene Rating Scheme, designed to help consumers choose where to eat out or shop for food. A good rating will also be a good advertisement for your business.

On the basis of the standards found at the inspection your rating has been calculated as follows:

Compliance with food hygiene and safety procedures	15
Compliance with structural requirements	5
Confidence in management/control procedures	20
Food hygiene rating	

### **Improving your food hygiene rating**

The Food Standards Agency has a range of tools, such as Safer food, better business, that can help you manage food hygiene and keep your customers.

Check these out at [www.food.gov.uk/goodbusiness](http://www.food.gov.uk/goodbusiness)

To get the best possible rating, here's what you can do now:

- Look at your last food hygiene inspection report to check that you've taken all of the actions needed to ensure that you meet legal requirements. If you can't find your last report, contact us and we will be able to give you a copy.
- At your next inspection, if you don't get the top rating and you have queries about the improvements you need to make to get a better rating, then the food safety officer should be able to give you advice.
- Make sure that you and your staff continue to comply fully with all aspects of food hygiene law.

A sticker showing your rating is enclosed. You can tell your customers how good your hygiene standards are by putting the sticker up in the window or on the door. If you do not have a suitable glass surface, you could fix the sticker onto a transparent surface before fixing that onto a wall or other surface. Please destroy the sticker showing your previous rating as only one rating – the most recent rating - should be displayed. To continue to display a previous rating may constitute an offence under the Consumer Protection from Unfair Trading Regulations 2008.

Your rating will also be published on the Food Standards Agency's website at [www.food.gov.uk/ratings](http://www.food.gov.uk/ratings) 35 days after the date of inspection

You may request that the rating is published before this. Details can be found on the FSA website at: <https://www.food.gov.uk/business-guidance/food-hygiene-ratings-for-businesses>

### **Appeals**

If you think that the rating is wrong or unfair please get in touch with me so that I explain how your rating was worked out. Alternatively you can appeal in writing to the Lead Officer for Food, Richard Brown at the above address. You must appeal within 21 days. If you appeal your rating won't appear on the Food Standards Agency's website until the appeal has been decided.

## Revisits

If you make the improvements to hygiene standards that are highlighted in your inspection report, after 3 months you can **request a re-visit** with a view to giving you a new and higher food hygiene rating.

## Right to reply

If you have improved hygiene standards since your inspection, or if there were unusual circumstances at the time of the inspection that might have affected your food hygiene rating, you have a **'right to reply'** so that you can explain this to potential customers that look up your rating online.

Appeal, revisit request and 'right to reply' forms are available from the council's website: [www.watford.gov.uk/foodhygieneratings](http://www.watford.gov.uk/foodhygieneratings). There is information about the scheme in general on the Food Standards Agency's website at: [www.food.gov.uk/ratings](http://www.food.gov.uk/ratings)

**Premises:** Watford General Hospital Ward Kitchens, Vicarage Road, Watford, WD18 0HB  
**Reference:** 18/00023/FOOD2  
**Date of Inspection:** 26<sup>th</sup> November 2019

## **SCHEDULE A: LEGAL REQUIREMENTS**

### **1.0 Compliance with food hygiene and safety procedures**

#### **1.1 Temperature control of high risk foods - chilled**

You must ensure that all high risk foods are kept at 8°C or colder. As well as foods stored in the ward fridges such as sandwiches and yoghurts, this also includes all high risk food items that the nutritionist has ordered for the wards such as cream pots and also foods that are stored in the regen trollies awaiting service.

At the time of inspection some high risks foods being stored in the fridges on AAUL1 Ward, Cassio Ward and the Stroke Unit were found to be warmed than 8°C. Foods in the regen trolley on AAUL1 were also found to be above 8°C.

You need a robust and consistent system across all the wards to ensure that you are accurately determining the temperature of high risks foods (such as using a suitable simulant and calibrated probe). You need to take any necessary action to ensure that foods are kept at 8°C or colder.

Things noted at the time of our inspection that may be affecting the ability of the fridges and regen trollies to keep the foods at 8°C or colder were:

- The fridge units are domestic – designed for domestic use. The wards are very hot and the fridge doors are opened and closed a lot – this is more like a commercial setting.
- Individual wards are left to order new fridges and choose the specification themselves
- The regen trollies are unplugged in the MITIE kitchen after which the cold side is not being cooled any longer and is actually being heated by the hot side. The time period that this is happening for varies from ward to ward depending on how long it takes to serve the food.
- There are a lot of items stored in the fridges including food that the patients have bought in themselves and foods that do not require chilling but are being chilled to make them more palatable (such as nutritional supplements)
- Items are being stored on the top of some units which prevents the units from cooling themselves effectively
- Some fridges were located near to heat sources such as large light fittings.

If foods are outside of temperature control and you are relying on the 4 hour rule you must have a robust system in place to show that you are using this rule.

You should ask MITIE for information on how long high risks foods that they hand over to you have been out of temperature control so that you can manage the risks associated with temperature control of high risk foods. High risks foods must not be out of temperature control more than 4 hours in total.

#### **The Food Safety and Hygiene (England) Regulations 2013, Schedule 4 (5)**

##### **Regulation (EC) 852/2004 Article 5**

**To be completed immediately**

#### **1.2 Temperature control of high risk foods – hot hold**

The meals that have been regenerated in the trollies and are intended to be served hot, must be held at or above 63°C. If foods are outside of temperature control and you are relying on the 2 hour rule you must have a robust system in place to show that you are using this rule. You should ask MITIE for information on how long high risks foods that they hand over to you have been out of temperature control (e.g. trollies unplugged) so that you can manage the risks associated with temperature control of high risk foods. High risks foods that are intended to be served hot, can only be outside of temperature control (below 63°C for 2 hours.)

#### **The Food Safety and Hygiene (England) Regulations 2013, Schedule 4 (6)**

##### **Regulation (EC) 852/2004 Article 5**

**To be completed immediately**

### **1.1 Cleaning Procedures**

At the time of inspection, no cleaning materials were readily available to housekeepers to effectively clean the ward kitchen for food safety purposes. Two of the four wards had a box of 'Chlorclean' in a cupboard. We were informed that MITIE staff clean the kitchens but housekeepers need to be able to clean as they go for food safety purposes. Things like the fridge door handles have high usage by lots of different people and these should be regularly cleaned

Ensure that suitable cleaning materials including chemicals and cloths are readily available in all ward kitchens

**Regulation (EC) No 852/2004 Annex II Chapter V Para 1 (a)**

**To be completed immediately**

### **1.3 Protection of food against contamination**

There is water leaking from the ceiling in the corridor outside the MITIE main kitchen which is the route used by the Housekeepers to collect food and take it back up to patients on the wards. This presents a risk that any foods not in water tight containers or packaging, or any food contact equipment (such as cutlery) can be dripped on and contaminated. It also presents a risk that the ward Trolleys can be contaminated.

Ensure that all foods and food contact items, and trolleys are adequately protected so that they are not at risk of contamination from the water dripping from the corridor ceiling.

**Regulation (EC) No 852/2004 Annex II Chapter IX Para 3**

**To be completed immediately**

## **2.0 Compliance with structural requirements**

### **2.1 Inadequate Floor Cleaning**

At the time of inspection, the floor area under the cupboards in Cassio Ward was not clean.

Thoroughly clean and maintain in a clean condition the floor under the cupboards in the Casio Ward kitchen

**Regulation (EC) No 852/2004 Annex II Chapter I Para 1**

**To be completed immediately**

### **2.2 Dirty mugs left in the wash hand basin**

The wash hand basin in the Stroke Unit was being used to store dirty mugs. The basin must be emptied, kept clean and available for use at all times for washing hands.

**Regulation (EC) No 852/2004 Annex II Chapter I Para 4**

**To be completed immediately**

### **2.3 Dirty extract vent**

The extractor fan vent in the AAUL1 kitchen was dirty. This must be thoroughly cleaned and maintained in a clean condition.

**Regulation (EC) No 852/2004 Annex II Chapter I Para 1**

**To be completed by 13<sup>th</sup> December 2019**

### **2.4 Damaged worktop**

The worktop in the AAUL3 ward kitchen was damaged and cannot be adequately cleaned. Repair/renew this worktop to allow it to be thoroughly cleaned and where necessary disinfected.

**Regulation (EC) No 852/2004 Annex II Chapter V Para 1 (b)**

**To be completed by 30<sup>th</sup> January 2020**

### **2.5 Damaged walls**

The paint to the walls in the AAUL3 ward kitchen was damaged. Remove any loose paint to a sound base and redecorate ensuring the finished surface will prevent the accumulation of dirt and reduce condensation, mould growth and flaking paint.

**Regulation (EC) No 852/2004 Annex II Chapter II Para. 1 (c)**

**To be completed by 30<sup>th</sup> January 2020**

### **3.0 Confidence in management/control procedures.**

#### **3.1 Lack of a suitable Documented Food Safety Management System**

The legislation requires that you:

- Identify all the potential food safety hazards in your business and then think about and decide the points in the food operation at which things could actually go wrong.
- Decide which of these points are actually critical to making sure food is safe, and therefore must be properly controlled (e.g. the thorough cooking of foods which must not be eaten raw, keeping high risk foods chilled etc.).
- Put in place procedures to stop these things going wrong (controls), and make sure that you/your staff always carry them out (e.g. cooking particular foods for a set time and temperature which is known to kill bacteria or ensuring that equipment has been cleaned and sanitized at proper and regular intervals or ensuring that foods are kept hot or cold to prevent bacteria growth).
- Provide documentation to show how you have achieved the above and monitored the controls which are critical to making sure food is safe.
- From time to time, you must examine your food business to see if anything has changed which might need your control measures to change (e.g. new menu dishes may have new hazards and need new controls, or new equipment may require different thermostat settings).

At the time of inspection we noted the following in relation to this:

- The main food safety policy that we were shown - Ref WHHTE022 V5 - was out of date with the previous Head of Facilities name on – it was not reflective of current food provision and actually refers to the old system of 'Steamplicity'
- We were shown a Ward Kitchen Food Hygiene sheet (WKFHS) but this is not adequate to meet the above requirements
- The WKFHS requires dishwasher temperatures to be a wash temperature of 60 °C and a rinse cycle of 80-82°C. Dishwashers in the kitchens operated at a maximum of 70 °C – but we were not able to establish if this is rinse or wash temperature. Also all of the dishwashers were set to a 45 °C program.
- The WKFHS states that wash hand basins must not be used for any other purpose than washing hands – Dirty mugs were seen in the WHB on the Stroke Unit
- The WKFHS states that any spillages of food is cleaned up immediately with a green disposable cloth. There is no mention of any chemicals needed and all the cloths on the wards belonged to the MITIOE cleaners and were multi use microfiber cloths.
- The WKFHS states that no plastic bags are to be stored in fridges – but there was a bag of food belonging to a particular patient on the Stroke Unit fridge.
- Although the fridge temperature monitoring sheet was the same on each ward, some wards were using an additional sheet for stock rotation, there is no clear consistent approach to checks.
- No consistent implemented procedure for taking the temperature of foods in the fridges – some were using the dial, some a probe and some a shelf thermometer. AAUL3 was using a simulant. We were given a Standard Operating Procedure for ward temperature recording but this was not being implemented and staff on the wards did not have access to it. We understand that hot temperature monitoring is being trialled and is not implemented but the patient fridge section of this SOP was not being implemented correctly.
- One member of staff knew that the fridge was too warm in the Stroke Unit and a new fridge had been ordered but no action had been taken to ensure that foods were safe – they were still being kept at too high temperatures. A temperature of 12°C had been recorded that morning on the temperature sheet but no action to deal with the exceedance had been taken to address the problem of the food that day being kept in an unsafe way. Facilities did not seem to be aware that this fridge was broken as responsibility for ordering a new fridge was with the Ward Sister.
- No consideration of links with MITIE and the information that should be shared about the food such as time out of temp control, storage requirements etc.

- No alignment of controls with MITIE such as chilled food temperature targets (MITIE is 8°C and WGH is 5°C.)
- No consideration of the checks that should be carried out on the food when it arrives on the wards. For example checking temperatures, condition, use by dates, that ice-cream is in containers with ice packs etc. and a clear procedure for rejection.
- No consideration of the difference between wards and the impact of that on food safety controls – for example some wards take longer than other to serve food, some do not have dishwashers.
- The target time for the service of food is 15 mins on posters on the ward kitchens. No checks to see if this is happening and no consideration of the fact that it can take up to an hour to complete service on some wards.
- The fridge on AAUL1 fridge had broken – no one had realised and foods were too warm.
- We were told that ice-cream was only for immediate service and it must not be kept on the wards however, Cassio ward and The Stroke Unit ward had pots stored in the freezer compartments of the fridges (not at the recommended temperatures of -18)
- No procedure for ensuring visitors fitness to visit the ward kitchen
- There are a number of different people and departments responsible for food safety issues on the wards – there is a lack of clear overall control and responsibility and this may be why the conditions we have found exist.

You must:

- Identify all the potential food safety hazards in your business and then think about and decide the points in the food operation at which things could actually go wrong.
- Decide which of these points are actually critical to making sure food is safe, and therefore must be properly controlled (e.g. the through cooking of foods which must not be eaten raw, keeping high risk foods chilled etc.).
- Put in place procedures to stop these things going wrong (controls), and make sure that you/your staff always carry them out (e.g. cooking particular foods for a set time and temperature which is known to kill bacteria or ensuring that equipment has been cleaned and sanitized at proper and regular intervals or ensuring that foods are kept hot or cold to prevent bacteria growth).
- Provide documentation to show how you have achieved the above and monitored the controls which are critical to making sure food is safe.
- From time to time, you must examine your food business to see if anything has changed which might need your control measures to change (e.g. new menu dishes may have new hazards and need new controls, or new equipment may require different thermostat settings).

#### **Regulation (EC) 852/2004 Article 5**

**To be completed by 28<sup>th</sup> February 2020**

### **3.2 Training**

It was apparent during my inspection that the level of food hygiene awareness amongst your staff was inadequate. Examples include:

- The volunteer on Cassio Ward did not know about wash hand basin use
- The Housekeeper on Cassio Ward thought that MITIE took the food temperatures in the fridge
- Staff on all 4 wards were not aware of how to take food temperatures
- Staff had not taken action to make sure foods out of temperature control were adequately dealt with and/or disposed of
- Although staff did seem to have overall general knowledge of food hygiene, they did not have an adequate understanding of the controls and procedures they should be implementing to keep food safe on the wards
- The facilities team have management responsibility for the design, implementation and monitoring of food safety systems however, from the conditions found and lack of progress since the last inspection it is apparent that they do not have adequate training or knowledge to carry out this role effectively.

You must ensure that all food handlers engaged in your food business are supervised, instructed and/or trained in food hygiene matters as necessary, bearing in mind the type of work they do.

They need to be trained in the controls and procedures that your documented food safety management system requires them to do

**Regulation (EC) No 852/2004 Annex II Chapter XII para 1**

**To be completed by 30<sup>th</sup> April 2020**

**Premises:** Watford General Hospital Ward Kitchens, Vicarage Road, Watford, WD18 0HB  
**Reference:** 18/00023/FOOD2  
**Date of Inspection:** 26<sup>th</sup> November 2019

**SCHEDULE B: RECOMMENDATIONS**

1. There were blown light bulbs in the AAUL1 kitchen and the AAUL3 kitchen. Although the lighting in these rooms was still adequate for the food preparation and cleaning that is carried out, I recommend that you replace these.
2. Consider the use of a consultant with appropriate knowledge and skills to advise you on compliance with the requirements of this report and food safety legislation.